

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: October 28, 2019

Month & Year: September & October 2019

Section 1: 2019 Priorities

Priority	Activities
Employee Engagement & Collaboration	<p><i>The focus of this objective is to lead and support the leadership team in executing employment engagement activities to strengthen and improve employee engagement at the Town of Riverview, which will help facilitate increased collaboration within the organization.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> • The second employee/CAO roundtable this year occurred in September. The team discussed items including the potential recreation complex and whether it would be Town staff working at that facility; ongoing development activities in the Town; the light up Riverview Campaign for 2019; and the upcoming preparation for the winter season. • A professional development opportunity for directors, managers & supervisors occurred on October 25. The session was delivered by a process management specialist and the focus of the day-long session was “Busy is the New Stupid: Productivity & Optimizing Time”. Time management and managing priorities is always a challenge and this session was designed to give employees the tools they needed to help manage in a time of transition.
Operational Excellence	<p><i>The focus of this objective is to lead the organization in the execution of initiatives that if implemented will strengthen, improve and modernize the Town’s Operations (proper planning and allocation of continuous improvement budget).</i></p> <p>Actions:</p> <ul style="list-style-type: none"> • The Town has begun the transition to VOIP phone service for the organization. Our technology partner Strategic Technologies is leading this project on our behalf. Strategic Technologies is in the roll-out phase of this project with new VOIP phones having been put in place at Town Hall and the Parks Department. The remaining offices impacted will be done in the near future. This transition provides a number of operational benefits but will also result in financial savings to the Town.
Execution of Corporate Projects/ Initiatives	<p><i>I will plan a leadership role in executing on the following 2019 projects: 1) ensure a brief review and refresh of the Ten year Capital plan (Q2/Q3) is completed by Council 2) play an active role in the execution of 2019 actions associated with the Wellness Centre Project 3) continue to actively promote and evaluate opportunities to sell Town properties:</i></p>

Priority	Activities
	<ul style="list-style-type: none"> • The Town continues to be in preliminary discussion with a developer on the potential purchase and development of the old Public Work Site. The developer continues to explore development options that could be accommodated on that particular site and aligned with development guidelines in the Town's municipal plan. • For the 2020 budget development process, the CAO and Director of Finance met with Service New Brunswick to receive a preliminary forecast on the anticipated assessment base for the Town in 2020. That projection will help the Town ensure that the assumptions included in the ten year capital/financial plan are aligned to ensure our projections for 2020 can be met. • The planning for the Recreation Complex project continues. A preliminary draft of the functional and technical program was presented to the Working Committee in September. The consultants are still on target to have the program completed before the end of the year and updated budget projections can be discussed as part of the Town's budget process.
Organizational Effectiveness Review	<p><i>The focus of this objective is to assess and determine the effectiveness of the current organizational/departmental structures and evaluate long term options for improve structural alignment, in particular related to the management and oversight of day to day operations.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> • The leadership in the Public Works department has done a significant amount of work in developing more detailed plans to guide the teams work load and tasks during the various work seasons. That has allowed the group to plan ahead and better allocate resources to increase the effectiveness and efficiency of the Team. The Work Foremen have played an active role in supporting the Manager in developing the more detailed plans and overseeing the team to ensure the work is being delivered. The improved alignment and increased communication within the Team has improved the work environment and output of the entire team.

Other activities:

- The CAOs of Moncton, Riverview and Dieppe meet with the CEO of 3 + Corporation to have an update on regional economic development activities and the collaboration between the economic development teams.